



September 2015

Passenger's Charter

Our commitment to providing you
with a safe, high quality service
on the East Coast Main Line

virgintraineastcoast.com



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Welcome to a new beginning

Welcome to Virgin Trains East Coast, your new train operator along the East Coast Main Line. We aim to give you the service you want and deserve along one of the UK's finest routes.

This joint venture between Virgin and Stagecoach is set to create something amazing, and we want you to join us.

We're already working on some big plans for the franchise. For a start we'll be adding destinations and more frequent train services, new ticket buying systems and better ways to access the travel information you need.

That's not all. From 2018 we'll be introducing a fleet of 65 brand new high-speed trains putting Virgin Trains East Coast at the forefront of the National Rail network.

We'll keep you fully informed of these, and other key developments, in our Customer Report which we'll publish every six months.

Our promise to you

At Virgin Trains East Coast we're passionate about creating the best possible travel experience for you. This Passenger's Charter sets out our commitments to deliver a safe, reliable and high quality service, day in, day out. It also explains how you can get the most out of the services we offer you. We review our Passenger's Charter every year in consultation with Transport Focus and London TravelWatch, the rail industry watchdogs. But we want to hear directly from you too, so if you have any suggestions please contact me, or any member of the Virgin Trains East Coast team.

Our Passenger's Charter is designed to be simple and user friendly. Key areas covered include:

- our people
- keeping you informed
- buying your tickets
- trains and stations.

We hope you enjoy sharing the journey with us.



*David Horne
Managing Director
Virgin Trains East Coast*



Our people

We have around 3,000 staff across our network from King's Cross to Inverness, and they are committed to providing you with an excellent customer experience and helping you in an efficient, considerate and courteous manner.

Our Customer Relations team, Telephone Sales and Assisted Travel teams are available to provide information and guidance (see page 28), and our staff are on hand to help at all our stations and on our trains.

Our staff will be helpful, smart and considerate as they strive to deliver a service in line with your expectations.

You can recognise our staff by their name badges and all are committed to providing a positive difference to your journey.

We expect them to carry out their duties in a professional manner at all times. If you have any comments about our staff then please let us know.

Keeping you informed

We promise to do all we can to give clear and accurate information about your journey with Virgin Trains East Coast. Our website and social media accounts will keep you updated, but you can also speak to any one of our members of staff.

Social Media

Follow us on Twitter @Virgin_TrainsEC for the latest information affecting your journey and to ask us questions and give us your suggestions.

Our people

All our staff will have access to the latest information at their fingertips through smart-devices, which we have provided them with.

Our website

Detailed information about all our services is available on our website virgintrainseastcoast.com where you can download timetables, plan your journey and access live departure information. You can also register for live information about your journey by email or via SMS; simply sign up on website.

Our mobile app

Why not download our app to your smart phone or tablet? You'll get live train information and a journey planner service. Go to virgintrainseastcoast.com or find it on your device's app store.

Timetables

All our stations display timetables about the scheduled services operating there and you'll find train times on our website or in our free timetable booklets.

When we introduce new timetables, information will be available from all stations and on our website at least 28 days before they come into effect.

Our timetables come in other formats (eg. large print), which are available on request from our Customer Relations team.

At stations

All our stations will have more Customer Information Screens, ensuring you have access to real-time information. We will also have posters at our stations which are updated on a regular basis, detailing the services we offer.

You can also pick up leaflets from station ticket offices and customer information points. Most of this information can be found on our website or can be posted to you by our Customer Relations team. They're also available in other formats such as large print, audio and Braille.

Over the phone

Just get in touch with our Customer Relations team to stay updated. Simply call Virgin Trains East Coast on **03457 225 333**.

National Rail Enquiries

Timetables and fares for journeys with all train companies are available from National Rail Enquiries on **08457 48 49 50**.

They're open 24 hours a day, seven days a week. Calls may be monitored for training purposes. You can also go online at nationalrail.co.uk.



Buying your ticket

We want to make it easy for you to buy a ticket for your journey. Of course, you need to buy a valid ticket before you travel with us and keep it with you at all times.

The lowest priced 'Advance' tickets are usually available to buy 12 weeks before travel. Try to book as early as possible to avoid disappointment - by booking further in advance you'll get the widest choice of fares at the best prices. You can register for ticket alerts on our website to be notified when tickets go on sale at virgintraineastcoast.com

There are lots of ways to buy your ticket to travel with us, or across the National Rail network, and we're committed to making sure it's clear and fuss-free.

We'll make sure that when you buy a ticket from us you're given clear and consistent information about the ticket and any restrictions around its use.

From our website

You can buy a ticket for any National Rail journey from our website virgintraineastcoast.com and choose how you get it:

- self print or load onto your mobile phone (only certain ticket types)
- collect your ticket from most stations with a self-service machine or ticket office. Be sure to bring the card you used to buy your ticket, along with the booking reference number for your ticket. Please arrive early in case there is a queue.
- get your ticket by First Class post or Next Day Special Delivery, please see our website for details
- from our mobile app.

From our ticket offices at stations

Our staff will always provide impartial advice to help you choose the right ticket for your journey. They will also provide you with travel information and tickets for journeys across the National Rail network.

Please arrive at the station in plenty of time to buy a ticket if you haven't already bought one in advance. Our aim is to make sure you don't wait more than five minutes to buy a ticket during peak times, or three minutes at other times.

We clearly display peak times, ticket office opening times at our stations, and details of how to buy tickets outside those hours. This information is also available on our website and from our Customer Relations team.

Our ticket offices accept cash, most credit/debit cards, and National Rail travel vouchers.

From another train operator or rail ticket retailer

You can buy tickets from other train operating companies or through rail-appointed travel agents.

From self-service ticket machines

All of our stations have self-service ticket machines that sell tickets to anywhere on the UK rail network which accept most credit/debit cards*. You can get discounts from self-service machines with a valid railcard, but you can't buy advance tickets from these machines. Please make sure you collect all the tickets required for your journey.

When collecting tickets you'll need to bring the credit or debit card you used to book, as well as the booking reference number.

If you don't have the same card with you, contact the retailer from whom you bought the ticket no later than the day before travel. If our self-service ticket machines are out of service, collect your tickets from one of our ticket offices.

Over the phone

Call our Telephone Sales team to buy tickets to travel with us or for any other journey on the National Rail network.

You can collect your ticket from most stations with ticket offices or self-service machines, or we can send these to you by First Class post. Please allow five working days for delivery from the time you book.

On board

If you get on a train without a valid ticket you will have to buy the Anytime Standard single or return fare for your journey. Unless you have a Disabled Persons Railcard, you will not be able to use a railcard discount.

The exceptions to this policy are:

- if you're unable to buy a ticket because the ticket office is closed
- if a self-service ticket machine is not fully working (eg. not accepting cash)
- if you are disabled and unable to access our ticket facilities
- if you're entitled to concessionary fares without a railcard, such as permanent wheelchair users.

In these circumstances you can buy any available ticket on the train on the day of travel, including railcard discounts if applicable.

Fraudulent travel

We're determined to stamp out fraudulent travel. It is not fair on people who pay and when fare evasion amounts to deliberate fraud we will take legal action.

Ticket checks

Please keep your ticket with you for the duration of the journey and present it for checking when asked by our on board or station teams, or when using ticket barriers.

Our trains and our stations

We do everything we can to ensure our stations and trains are comfortable, well maintained and have the facilities you need to enjoy your journey. We conduct daily inspections to ensure standards of cleanliness are being met.

Our helpful and professional staff are available to help at every stage of your journey to make sure you feel safe and that our trains run on time.

We manage the following stations along our route:

- Peterborough
- Grantham
- Newark North Gate
- Retford
- Doncaster
- Wakefield Westgate
- York*
- Darlington
- Durham
- Newcastle*
- Berwick-upon-Tweed

We also have a staff presence at London King's Cross, Stevenage, Leeds and Edinburgh Waverley stations.

Every station displays the station manager's name, useful telephone numbers, ticket office opening hours, details of how to buy tickets, as well as local information and transport connections. If you'd rather speak to someone in person then speak to a member of staff, or use one of our help points.

Our on-board team will update you during your journey, including key rail connections and service disruptions. They're on hand to make your journey as smooth as possible and will be happy to give advice and information about your journey.

Getting to and from our stations

You can find out how to get to or from our stations by visiting traveline.org.uk. You can also phone Traveline on 0871 200 2233.

PlusBus provides you with unlimited local bus travel and is available for 28 towns and cities along Virgin Trains East Coast routes and over 290 towns across Britain. You can buy PlusBus with your train ticket for a discounted price. Visit plusbus.info for more details.

Security

All our stations are monitored by CCTV and are accredited by the Secure Stations Accreditation scheme. This scheme, which is managed by the Department for Transport and the British Transport Police, sets station design and management safety standards for crime reduction at stations. CCTV is fitted to all our trains.

Car parks are regularly patrolled and enforcement carried out when necessary. We continue to work with the British Transport Police, Network Rail and local authorities to maintain and improve this standard across the franchise.

All of our station car parks are Park Mark accredited. The award is given by the police to car parks that have reached the standards of the safer parking scheme.

Seat reservations

We try to make sure every customer has a seat for their journey, so we recommend that you make a seat reservation to ensure you're not left standing.

Seat reservations are available on all our services and we automatically include seat reservations with all Advance tickets and business ticket packages.

If you have an Anytime or an Off Peak ticket and would like to make a reservation, please do this when you buy your ticket. To reserve a seat you'll need to do so by 18.00 the day before you travel. If you need priority seating or space for a wheelchair, please contact our Assisted Travel team on 03457 225 225.

If you have an Advance ticket or make a seat reservation for a Virgin Trains East Coast service by 18.00 on the day before you travel and it is not provided, our Seat Guarantee Policy on page 21 explains your options for compensation.

Bicycles

Parking for bicycles is available free of charge at all our stations, as well as at London King's Cross, Leeds and Edinburgh Waverley. For stations north of Edinburgh Waverley please contact Abellio ScotRail.

We carry bicycles on all our services, but unfortunately space is limited so we can only take a certain amount on each train.

So, if you want to take your wheels with you, please reserve a space as soon as you can as we won't be able to take them without one. Reservations are free and can be booked online at virgintrainseastcoast.com or over the phone on 03457 225 333. You can also reserve a space for your bicycle from Virgin Trains East Coast stations and ticket offices.

You do not need a reservation to carry a folding Brompton style cycle on our trains and these can be stowed in the luggage racks at the end of each coach. Please keep them folded until you get off the train.

Luggage

You can take two large items not exceeding 90x70x30cm and one small item (which you should be able to place on your lap) onto the train with you. This is free, but if you go over your allowance you may be charged.

If you are storing items in the luggage van on the train, when available, these items must be labelled. We recommend labelling your luggage with your name, contact number and destination station. We have labelling facilities for you to use at all our major stations.

If you have reduced mobility and have arranged for assistance in advance, our staff will happily help you where they can carry out the task safely.

Animals

You don't need to leave Rex and Rover at home - you can take up to two dogs on leads, cats, or other small domestic animals (in a carrier) with you for free when travelling on our trains. Assistance dogs and other well-behaved dogs on leads are permitted in our First Class Lounges.

Catering on our trains

The majority of our trains have a buffet car and an at-seat trolley service in Standard. Our First Class catering offer includes free seasonal food, drink and snacks.

You can find out about our current menus and prices on our website.

Wi-Fi

Wi-Fi is available on all our trains in both Standard and First Class, in all of our First Class lounges and throughout Wakefield Westgate station. For more details on how to access this service please see our website. If you pay for on-board Wi-Fi and cannot get connected, we will refund the money you paid.

Our Wi-Fi Support team are available to help if you experience any problems. You can contact them on [01 163 663 336](tel:01163663336) or email them at wifi@virgintraineastcoast.com.

Lost property

If you lose something on board or at one of our stations, we will do our best to return it to you. Please report your loss to a member of staff as soon as you can at any of our stations, complete an automated form on our website virgintraineastcoast.com or contact our Customer Relations team. Any lost property will be handed in to our nearest station and registered on a central database. After 7 days the item will be sent to our central store at Newark North Gate. However, if it is handed in at London King's Cross, Leeds or Edinburgh Waverley it will be stored at that station's Lost Property office.

If your item is handed in you can collect it from the relevant station or, if you're happy to cover the cost, we can post it to you instead.

Customer service on other National Rail operators' services

As our trains stop at several stations which we do not manage ourselves, we are committed to working with other train operating companies and Network Rail to provide you with a consistent, seamless and high quality experience before, during and after your journey with us.

If you use services provided by other National Rail operators and you wish to have a copy of their Passenger's Charter, please ask at a station or contact our Customer Relations team.

Smoking

Smoking, including e-cigarettes, is not permitted in any part of any station or train, including open platforms, toilets and immediately outside station entrances and exits.



If you need extra help

Assisted travel

We are committed to providing easy and convenient access to our service for all our customers. We work to make sure that nothing we do makes a person's disability a barrier to using our services.

All our stations are staffed and frontline staff are trained to assist mobility impaired, disabled and older passengers to get on and off trains.

We participate in the National Rail booking system, Passenger Assist, which means we can book your entire train journey even if you change onto another operator's trains and need help with assisted travel.

Booking Assistance

Please try to let us know at least 24 hours in advance if you require assistance by calling the Assisted Travel Team on **03457 225 225** using text relay on **18001 03457 225 225** or by emailing the team at assisted.travel@virgintraineastcoast.com.

If you cannot give us 24 hours notice we will do all we can to provide help tailored to your needs, but we might not be able to manage this at every station. Our dedicated Assisted Travel team can help you with:

- information about the accessibility of our stations and trains
- buying and booking tickets
- booking assistance at all stages of your journey
- making seat reservations, and booking wheelchair spaces.

Our Disabled People's Protection Policy

You can find more information about travelling on our network in our leaflet *Making Rail Accessible: Helping Older and Disabled Passengers*, which you can find on our website, at our stations, or by contacting our Customer Relations team. This includes details about discounted tickets, accessibility features at our stations and on our trains, what to expect if your service is delayed or cancelled, and much more.

As with all our documents, you can get this policy in other formats, such as large print, Braille or audio.

Just so you know...

Further information on station access can also be obtained from nationalrail.co.uk or National Rail Enquiries on **08457 48 49 50** (textphone **0845 60 50 600**).

If you booked assistance for any of our stations using the passenger assistance service and it isn't provided, we will provide you with compensation. See page 19 for details.

Service disruption

Planned engineering work

Sometimes planned engineering work to improve rail services means we cannot operate our regular timetable. In these circumstances we may have to change train times, or run a rail replacement service.

We'll do everything we can to minimise disruption and will give you as much notice as possible, but please bear in mind that weekends and bank holidays are when most work tends to be done.

A summary of planned engineering work will be available 12 weeks in advance on our website, from National Rail Enquiries, and 14 days in advance from our stations. Full details will be available as early as possible, and not less than 7 days in advance.

When coaches or buses replace trains we won't be able to carry bulky items such as bicycles.

Our staff will be fully informed of the arrangements and will be on hand to direct you to the right area to ensure you complete your journey.

Short notice engineering work

Sometimes Network Rail is required to carry out engineering work at short notice and we will be unable to give you much warning. When this happens we'll let you know as far in advance as we can. Information will be available from our stations and staff, our Customer Relations team, National Rail Enquiries, as well as being displayed on our website.

Looking after you when services are delayed

Despite our best efforts, sometimes there may be delays to your journey. When this happens we will always do everything we can to minimise the disruption to you. As soon as we know what is happening we'll let you know, and ensure we update you with the latest information at regular intervals. Our staff will provide information and assistance to help you find the best options to complete your journey with the minimum of delay and inconvenience.

If you have someone meeting or waiting for you, our staff will help you to contact them to tell them that you are delayed. All our staff have phones which you can use at times of disruption.

You'll be able to find information about how to make your journey on board our trains, at stations, on our website and app, on the National Rail Enquiries site, and via travel bulletins on local radio and television.

You can access live train updates from:

- virgintraineastcoast.com
- nationalrail.co.uk
- National Rail Enquiries 08457 48 49 50
- Texting TrainTracker™ on 8 49 50
- our text and email Travel Alert service
- our mobile app.

Unfortunately we can't usually delay our trains for late-running connections and, if our trains are running late, it is not always possible for other train companies to 'hold' their trains to maintain connections either.

If you miss a connection because a Virgin Trains East Coast service is running late or is cancelled, we'll help you re-plan your journey to keep the inconvenience to a minimum. We will arrange alternative transport to get you to your final destination if:

- the next connecting train is 60 minutes later than the one you should have caught; and
- alternative transport will get you there quicker than waiting for the next train.

We will also arrange alternative transport if problems with a Virgin Trains East Coast service cause you to miss the last connection of the day to your destination.

Where a delay or cancellation of a Virgin Trains East Coast service makes it impossible to get you to your destination at a reasonable time, either by train or alternative transport, we will:

- arrange for you to return to where you started your journey, or another appropriate location, and ensure that you can travel again the next day, or
- provide overnight accommodation and ensure that you can travel the next day.

In these circumstances, if you decide not to travel the following day (ie. you abandon your journey entirely), we will give you a full refund on the price of your ticket, whether single or return.

If you are delayed by over 60 minutes on any of our trains, or stations because of a problem with our services, we will offer you complimentary refreshments, while stocks last.

Refunds

Due to disruption to train services

If the train you planned to catch is cancelled, delayed, or your reservation is not honoured, and as a result you decide not to travel, please return the unused ticket to any ticket office within 28 days of the ticket's expiry. The train company responsible for that ticket office will give you a full refund, either immediately or soon after. You will not be charged an administration fee.

If you have purchased an Advance ticket and your train is cancelled or delayed, or if you missed your booked train due to a delay on another train service, staff will help you to continue your journey. If you decide not to travel due to the disruption, you can claim a refund on any unused tickets without needing to pay an administration fee.

If you decide not to travel for any other reason

Even if the train service is running normally, but you decide not to travel for your own reasons, you will be eligible for a refund in many cases, subject to a £10 administration fee. In order to claim your refund you must return your unused ticket within 28 days of the ticket's expiry date. The exception is most Advance tickets (ie. where you must specify the date and time you will travel at the time of purchase) which are sold on a 'no refund' basis.

How to claim your refund

If purchased from:

Ticket Office windows or self-service ticket machines

- return ticket to any ticket office within 28 days of your ticket's expiry date.

Website

- follow instructions for claiming a refund (virgintraineastcoast.com)
- call our web support team on **03457 225 111**, or
- post your ticket with a covering letter to our Web Support team (see page 29 for contact details).

Telephone booking team

- post your ticket with a covering letter to our Refund Administration Team (see page 29 for contact address).

Purchased from a third party

If purchased from:

- a National Rail appointed travel agent
- another train operating company
- an independent retailer.

Contact the people who sold you the ticket.

Season Ticket refund

If you no longer need your Season Ticket and wish to apply for a refund, return it to the ticket office where you bought it from.

A Season Ticket refund will not be processed while you wait, but it will be posted to you as soon as possible.

Alternatively, you can post your ticket to our Season Ticket Refund Team (see page 29 for contact address) or:

- follow instructions for claiming a refund (virgintraineastcoast.com)
- call our web support team on **03457 225 111**.

The amount refunded is based on the difference between the cost of the Season Ticket originally purchased and the cost of a Season Ticket for the period up to the date the ticket is returned to us. Therefore you may find that you receive a smaller refund than you were expecting or perhaps nothing at all. For example, an annual Season Ticket has no refund value after 40 weeks' use.

If you're Season Ticket holder and unable to travel for more than four weeks due to sickness, you can apply for a discretionary partial refund for that time. In assessing an application, we may ask for supporting documentation such as a medical certificate.

Compensation

Our compensation policy

Unfortunately, things will sometimes go wrong. We provide compensation in three circumstances. If you:

- are delayed by 30 minutes or more – this is called 'Delay Repay'
- book Passenger Assist and we don't deliver on our promise
- reserve a seat, but it's not available and we can't find you an alternative – this is our 'Seat Guarantee'.

How does it work?

If you arrive at your destination station late (30 minutes or more) as a result of a delay to and/or cancellation of our services, you're entitled to claim compensation.

We won't provide compensation under more than one scheme for the same journey, but if more than one applies we'll use the scheme that is most generous to you.

Delay Repay

If one of our trains runs late or is cancelled and because of that you get to your destination station 30 minutes or more later than scheduled, 'Delay Repay' applies.

Here's how it breaks down

30 to 59 minutes delay

Compensation of at least 50% of the cost of your single ticket or at least 50% of the cost of the relevant portion* of your return ticket.

60 to 119 minutes delay

Compensation of at least 100% of the cost of your single ticket or at least 100% of the cost of the relevant portion* of your return ticket.

120 minutes delay or longer

Compensation of at least 100% of the cost of your single ticket or at least 100% of the cost of your return ticket (ie. both ways).

*By "relevant portion" we mean the outward or return portion of a return ticket depending on whether you were delayed on your outward or return journey.

Compensation is normally provided as National Rail travel vouchers which can be used to buy tickets at any National Rail ticket office. Alternatively, customers can request compensation is provided in e-vouchers which can be redeemed on our website virgintraineastcoast.com, or as money.

Money means either a refund to the credit or debit card used to pay for your ticket, or a cheque or bank transfer payment (also known as BACS payment), the choice of which is at our discretion.

If there are delays and cancellations we will always try to tell you before you buy a ticket, so we don't normally accept claims if you knew there was a disruption and still decided to buy a ticket. However, we treat each claim on its merits and will never automatically rule out compensation.

If we introduce an emergency timetable and full details are on our website the day before, entitlement to 'Delay Repay' compensation will normally be measured against the revised timetable.

How to claim

We offer an automated process via our website and mobile app. Alternatively, you can fill in a freepost Delay Repay claim form. They can be picked up at all stations where our trains stop – the form can also be downloaded from our website. If one of our trains is delayed by 30 minutes or more, our on-board staff will hand out forms whenever possible. Please send off the completed form, attaching your ticket, so it gets to us within 28 days of the delay.

If you have a weekly Season Ticket, attach it to the form once it has expired. If you have a monthly or longer Season Ticket, please take a photocopy of it and attach that to your form. Season Ticket holders will need to claim for each individual journey delay.

If you have been delayed and your destination station has automatic ticket gates, please show your ticket to a member of gateline staff and say you need to keep the ticket. They will open a gate for you.

If you have a delay of 30 minutes or more when using a 'Rewards' ticket, please see our website (virgintraineastcoast.com) for details of the compensation arrangements.

Season tickets

If you have a weekly Season Ticket, please send it along with your form, once it has expired. If you have a monthly or longer Season Ticket, please include a photocopy of it with your completed form.

Delay Repay for Season Ticket holders works in the way as described above, except the "cost of your single ticket" is calculated like this:

- price of weekly Season Ticket divided by 10
- price of monthly Season Ticket divided by 44
- price of annual Season Ticket divided by 520.

Sustained poor peak performance

If you make 12 or more valid Delay Repay claims for journeys taken in any four week period you will be offered, on top of your Delay Repay compensation:

- either two complimentary journeys on Virgin Trains East Coast, or
- National Rail travel vouchers to the value of a single journey between the stations for which your season ticket is valid.

You can choose which one you want to receive.

If you suffer a period of sustained poor peak* punctuality and you're a Season Ticket holder, we may be able to pay out over and above the arrangements set out above. Additional compensation will be agreed in consultation with Transport Focus and London TravelWatch.

Booked assistance

If you have booked assistance at one of our stations but it isn't provided, we will give you compensation on the following basis...

Single ticket	Return ticket
100% of the value	50% of the value

Please contact our Customer Relations team to make a claim - you'll need your assistance booking reference number, so please have it to hand.

Seat Guarantee

If you've reserved a seat but it's not available, our staff will try to find you another seat on the train. If none are available then we will compensate you for the inconvenience under our Seat Guarantee Scheme...

Single ticket	Return ticket
100% of the value	50% of the value

If you reserved a seat in First Class, but the only seat we can find you is in Standard, we will refund the difference between the First Class fare you paid and the equivalent Standard fare.

How it will work

If another seat can't be found on the train, one of our on-board team will endorse your ticket or seat reservation coupon and give you a claim form. They will do the same if you reserved a seat in First Class, but the only seat we can find you is in Standard.

Claim forms are also available at our stations and from our website. When you've completed it, post the claim form to us and we'll provide National Rail travel vouchers as compensation.

It will speed the process up if an endorsed ticket or seat reservation coupon is provided.

*Peak trains are scheduled to arrive at London King's Cross between 07.00 and 09.59 and trains scheduled to depart from London King's Cross between 16.00 and 18.59 on Mondays to Fridays, excluding Bank Holidays.

Lost and forgotten tickets

We understand things can go wrong when collecting tickets. Forgotten wallets, misplaced booking references and dropped tickets are all beyond our control. Luckily, we have staff at all of our ticket offices and on board our trains who will provide you with help and advice so you can get to where you want to be.

If you have boarded a train without the required documents, such as your ticket, railcard or other identification, and we have been unable to verify the validity of your ticket, you may be issued with an Unpaid Fare Notice (UFN), which is an invoice for the fare that is due. We won't process it for 10 days so you have time to contact us with the proof required. If you don't do this within 10 days, you will need to pay your UFN. You can contact us using the details under the "Important Notice" section on the face of the UFN, alternatively, we can process your UFN from any Virgin Trains East Coast ticket office if you bring the required documentation with you.

Have reservation and receipt but lost your travel ticket

If you have lost your train ticket and we are unable to verify that you bought one, you will have to buy a new one or be issued with a UFN. As described above, you will have 10 days to find your lost ticket or you will need to pay your UFN.

Lost or forgotten reservation

If you have a copy of your booking confirmation and your travel ticket (and assuming the ticket is valid), don't worry, you can travel.

Buying a ticket on board

We appreciate that sometimes you will not be able to buy a ticket at the station before you board, due to the ticket office being closed or self-service ticket machines not working. If this happens speak to our on-board staff, who will find out why the problem occurred and issue you with the cheapest available ticket for your journey.

If you board without a ticket where the ticket office was open and/or self-service ticket machines were working, you will be liable to buy the Anytime single or return ticket to make your journey.



Comments and feedback

We love to hear your comments and suggestions so we can keep improving our services and facilities. You can email our Customer Relations team directly on customers@virgintrainseastcoast.com. You can also use our freepost 'Comments and Compliments' forms which are available online and from all our stations. Completed forms can be handed in at any Virgin Trains East Coast station or posted to us.

We aim to respond to all postal requests within 10 working days.

Complaints

We empower and encourage our staff to resolve any issue or complaints that you may have. If our staff cannot resolve your issue, then please contact our Customer Relations team. Full details of how you can make a complaint are provided on our website.

We take your comments or complaints seriously, so when you make a complaint, we'll investigate matters fully and give you an explanation regardless of who was responsible; ourselves, our contractors or our suppliers.

We will handle all complaints in accordance with our Customer Complaints Handling Procedure. You can see this in full on our website or ask for a copy from our Customer Relations team.

All of your comments, concerns and suggestions will be recorded and used to shape the future of Virgin Trains East Coast. Each month we review these and report on the key issues and trends to the Virgin Trains East Coast board of directors, so you can be sure that your voice is being heard.

If your complaint involves another train company, we will pass your comments on and let you know what we have done. The other company will reply to you directly.

Not satisfied with our response?

We will do our best to address your comments and concerns in a fair and reasonable way. If you are not happy with our response please let us know.

Alternatively, you can contact Transport Focus or London TravelWatch. These are independent consumer watchdogs established by Parliament to protect and champion passengers' interests. They will consider your case and, will follow things up with us on your behalf if appropriate.

Transport Focus

For all issues north of Stevenage Station:



Website: transportfocus.org.uk
Telephone: 0300 123 2350
Email: advice@transportfocus.org.uk

Post: Transport Focus
Freepost RTEH-XAGE-BYKZ
PO Box 5594
Southend on Sea
SS1 9PZ

London TravelWatch

For issues that are wholly to do with London King's Cross or Stevenage stations, or journeys between the two:



Website: londontravelwatch.org.uk
Telephone: 020 3176 2999
Fax: 020 3176 5991
Email: enquiries@londontravelwatch.org.uk

Post: London TravelWatch
169 Union Street
London
SE1 0LL

Listening and acting on customer feedback

We will measure our customer satisfaction and report the results to you, using our website and posters at our stations. We will use National Rail Passenger Survey, an independent external measurement, conducted twice a year by Transport Focus, to complement our extensive internal audit programme. If you are asked for your opinion of our services in one of our customer satisfaction surveys please find time to take part. The information helps us prioritise and deliver improvements across our business.

Punctuality and reliability

We will work with Network Rail and the Department for Transport to deliver a punctual and reliable train service taking a proactive approach to all issues that may impact on our ability to deliver our advertised timetable.

Punctuality is measured as a percentage of all Virgin Trains East Coast services that arrive at their final destination within ten minutes of the advertised time: this is known as the Public Performance Measure (PPM) and is a National Rail industry standard. Results will be published in our Customer Report.

Customer Report

We will publish our Customer Report, called *Red Report*, in March and September of every year. This will update you on the improvements we have made and what improvements you can expect in the future. The *Red Report* will also show how we are performing against our targets for customer satisfaction, punctuality and more.

The *Red Report* is available to download from our website, virgintraineastcoast.com, or you can pick up a copy from one of our stations.



How to contact us

Customer Relations

Email: customers@virgintrainseastcoast.com
Post: Virgin Trains East Coast Customer Relations
Freeport RSRJ-LJCK-GHST
Plymouth
PL4 6AB

Telephone: 0345 7225 333

Opening times: Monday to Sunday 07.00–22.00
(Closed Christmas Day and Boxing Day)

Assisted Travel

Email: assisted.travel@virgintrainseastcoast.com
Telephone: 03457 225 225 (select option 3 then option 4)
Text Relay: 18001 03457 225 225

Opening times: Monday to Saturday 08.00–20.00
Sunday 10.00–20.00
(Closed Christmas Day and Boxing Day)

General Enquiries/Telephone Sales Team

Telephone: 03457 225 333

Opening times: Monday to Sunday 07.00–22.00
(Closed Christmas Day and Boxing Day)

Group Travel

Telephone: 03457 225 225

Website Booking Support

Telephone: 03457 225 111

Opening times: Monday to Saturday 08.00–20.00
Sunday 10.00–20.00
(Closed Christmas Day and Boxing Day)

Refunds

For refunds of tickets purchased over the phone from our Telephone Sales team:

Virgin Trains East Coast Refund Administration
Freeport RSRJ-LJCK-GHST
Plymouth
PL4 6AB

For refunds of tickets purchased from our website:

Virgin Trains East Coast Web Support
Po Box 6136
Wolverhampton
WV1 9RL

For Season Ticket refunds:

Season Ticket Refund Team
East Coast House
25 Skeldergate
York
YO1 6DH

Copies of this Passenger's Charter are available from Virgin Trains East Coast stations, our Customer Relations team or via our website, virgintrainseastcoast.com/passengerscharter

It's also available in other formats on request from the Customer Relations team.

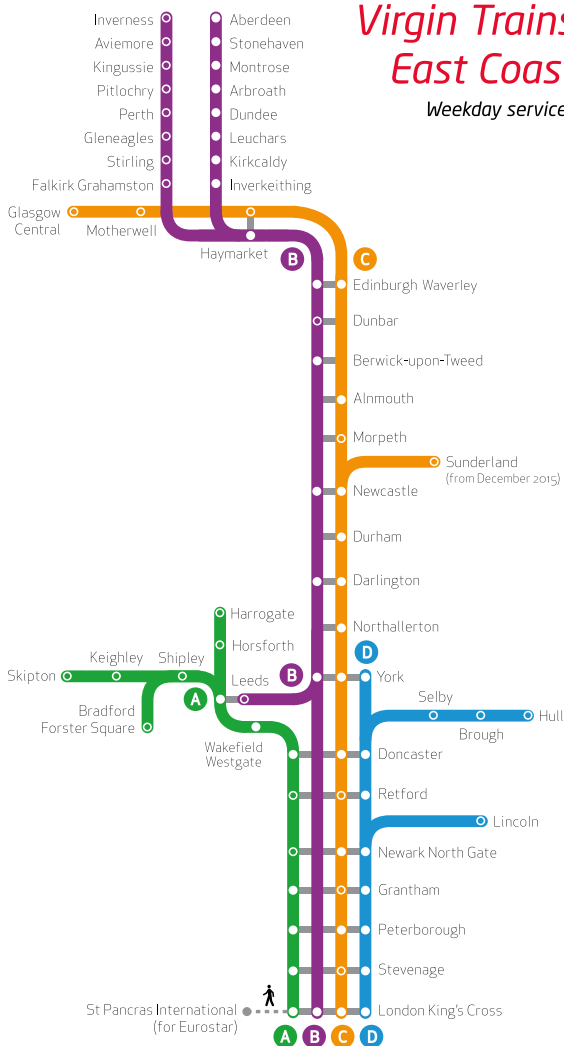
National Rail Conditions of Carriage

The Charter sets out our commitment to you and to raising our standards. It does not create any new legal relationship with you as a result of what we say we will do, nor does it adversely affect your legal rights.

These are set out in the National Rail Conditions of Carriage which can be obtained at our stations, from our Customer Relations team or online at nationalrail.co.uk.

Virgin Trains East Coast

Weekday services



A Leeds services and West Yorkshire services

B Edinburgh express services (calling at selected stations only) and North of Scotland services

● Four or more services per day on this route

C Edinburgh services (calling at most major stations) and Glasgow Central services

D Newark / York services (calling at all major stations) and Lincoln / Hull services

○ Fewer than four services per day on this route

Weekend services operate over similar routes as shown above. Please check timetables before travel.

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